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## TEST INFORMATION GUIDE

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Office Aide/Clerk/Assistant**<sup>1</sup> jobs. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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### I. READING COMPREHENSION

**(14 Questions)**

The ability to read, comprehend and appropriately act upon written instructions or information is critical to the successful performance of these jobs. Therefore, it is essential that candidates for these titles be able to understand and accurately respond to written information. Exam question topics include:

- Following registration procedures;
- Distributing mail according to specifications;
- Responding to written instructions.

### II. FILING

**(20 Questions)**

Employees in these titles are responsible for organizing materials such as reports, work orders and personnel or project files. The ability to file materials based upon alphabetical, numerical or alphanumerical order is essential to successful job performance. This exam section tests your capacity to correctly sequence data. Test question topics include:

- Ability to arrange data based on alphabetical order;
- Ability to order data based on numerical order;
- Ability to categorize data based on alphanumeric order.

### III. ENGLISH USAGE

**(10 Questions)**

Employees in these titles prepare letters, projects and reports on a daily basis. These job duties require the proper use of the basic principles of written communication. Test question topics include:

- Identifying the correct spelling of words commonly encountered in a business setting;
- Identifying the correct use of punctuation as it is commonly encountered in office documentation;
- Identifying the correct use of English, i.e., proper syntax and sentence structure.

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<sup>1</sup> This information is applicable to all options of the Office Clerk and Office Assistant job titles.

**IV. MATHEMATICS****(10 Questions)**

The job responsibilities of these titles require that employees possess basic mathematical reasoning skills. This test section will assess your ability to determine appropriate mathematical concepts and correctly perform the required calculations. Test question topics include:

- Addition, subtraction, multiplication and division;
- Manipulating decimals and percentages.

**V. INTERPERSONAL SKILLS****(14 Questions)**

Initiating and maintaining positive and effective working relationships with the public, coworkers and supervisory staff is necessary to successfully perform the job duties of these titles. This exam section tests your skill in handling potentially volatile situations by creating proper working relationships with both the public and staff members. Test question topics include:

- Resolving misunderstandings and handling complaints;
- Proper telephone etiquette;
- Establishing effective relationships with coworkers.